

Pacific Messenger

TMA Director's Leadership Award

By Heidi Vazquez
TPLA Marketing and Education

During the 2003 Annual TRICARE Conference in Washington D.C., the TRICARE Pacific Lead Agency was awarded the 2002 TRICARE Management Activity Director's Award for leadership and outstanding support of the TRICARE Program.

Dr. William Winkenwerder, Jr., Assistant Secretary of Defense for Health Affairs, presented the award to MG Joseph G. Webb, Jr., TRICARE Pacific Lead Agent, during the five-day conference.

This award is based on Dr. Winkenwerder's selection criteria, the statistical analysis of DoD customer service and access surveys performed each year by the Health Program Analysis and Evaluation (A&E) department.

The TRICARE Pacific Lead Agency is proud to have received the recognition on behalf of the entire region.



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Getting the Job Done For America: TRICARE's Contribution

People think of TRICARE as peacetime health care.
But what is TRICARE's role in wartime?
Simple: TRICARE's job is to help win America's wars.

How? ... Like the pieces of a puzzle...



"The current war on terrorism reminds us that TRICARE, as an integral component of the worldwide Military Health System, cares for every warrior, every active duty and retired uniformed service member, and every service family, from the community to the battlefield. TRICARE truly gets the job done for America."

Mr. Thomas F. Carnato
Executive Director, TRICARE Management Activity

2002 Stakeholders Report

ATYPICAL PNEUMONIA

Severe Acute Respiratory Syndrome (SARS)

Dear Military Health System Beneficiaries:

You have probably read or heard of the outbreaks of a respiratory disease that is rapidly spreading in the Asian continent, and of isolated cases in Europe and North America. The Department of Defense, through the Military Health System, is actively involved in monitoring this outbreak, and supporting both international and US health authorities as needed. I want to provide you with some important facts, as we know them today:

What is this outbreak?

- The outbreak, known as Severe Acute Respiratory Syndrome (SARS), is a severe form of pneumonia that appears to have originated in China. Thus far, these outbreaks have spread primarily to close family contacts of the suspect cases, and healthcare workers involved in care of the pneumonia cases. It appears that direct, close contact with infected persons is necessary for transmission.

Where has the outbreak occurred?

- "In mid-February, the People's Republic of China reported over 300 cases of atypical pneumonia, with five deaths, in Guangdong Province. Since then, the CDC has received reports of outbreaks in a number of other countries to include Hong Kong, (a special administrative region of China), Vietnam, Taiwan, Singapore, Thailand and Canada."
- "The United States has seen a number of cases, but no confirmed deaths at this time. All suspected cases of SARS are being actively investigated by state and local health agencies."

Is this a virus or bacteria?

- The World Health Organization (WHO) and CDC are still in the early stages of their investigation, and it is still unknown if this is a virus or bacteria. The pattern of transmission is what would typically be seen from a contagious respiratory illness or a flu-like illness. There is no evidence to suggest that this is a purposeful act of bioterrorism. Investigators are not ruling out any possibility.

What organizations are in charge?

- The World Health Organization (WHO), based in Geneva, has taken a leading international role in investigating and confirming the outbreaks. The Centers for Disease Control and Prevention (CDC) is the lead US agency. The CDC is providing significant assistance to the WHO, and is also thoroughly investigating the outbreak and taking aggressive steps to reach those who have traveled to the affected areas.
- The most important action for all beneficiaries is to remain informed, and to communicate with your health care provider if you are concerned about a medical problem.

For alerts and more detailed information, to include a brief case definition, are available on the CDC web site: <http://www.cdc.gov/ncidod/sars/>.

April 10, 2003; World Health Organization (WHO) update:

Countries	Cumulative number of case(s)	Change from previous report	Number of deaths	Number recovered	Local transmission
Brazil	2	+1	0	0	None
Canada	97	+3	10	22	Yes
China (Guangdong)	1290	+10	55	1025	Yes
Hong Kong	998	+28	30	154	Yes
France	4	0	0	0	None
Germany	6	+1	0	2	None
Italy	3	0	0	1	None
Kuwait	1	+1	0	0	None
Malaysia	3	+2	1	0	None
Republic of Ireland	1	0	0	1	None
Romania	1	0	0	n/a	None
Singapore	126	+8	9	75	Yes
Spain	1	0	0	0	None
Switzerland	1	0	0	1	None
Taiwan, China	19	0	0	5	Yes
Thailand	7	0	2	5	None
United Kingdom	5	0	0	3	None
United States*	166	+12	0	n/a	None
Vietnam	62	0	4	43	Yes
Total	2793	+66	111	1337	

*The United States reports suspected cases while other countries report probable cases. Suspect case definition includes a wider range of (milder) respiratory conditions.

Some cases of SARS are ruled out as patients undergo medical evaluation and other causes for their illnesses are found.

Improved Support for Activated Reserve Component Members and Their Families

If you are a Reserve Component Service member* called to active duty for more than **30 consecutive days**, the following is a basic overview of what you and your family needs to know about your health care. Previously, the sponsor had to be activated for 179 days or more before family members were eligible to enroll in TRICARE. For more information about enrollments and benefits, contact your local TRICARE Service Center or your Beneficiary Counseling and Assistance Coordinator.

HEALTH COVERAGE

Reserve Component Members:

- Reserve component members* on active duty for more than **30 consecutive days**, must enroll in TRICARE Prime. Prime enrollment gives you priority access to your Military Treatment Facility (MTF). Prime enrollment means on the effective date of your orders, you are eligible to receive medical care at any MTF. When on military duty (less or more than 30 consecutive days) you are covered for any injury, illness or disease incurred or aggravated in the line of duty.

Family Members:

- Your family must decide about health care coverage options when you are called to active duty. Family members in OCONUS are eligible for health care under either TRICARE Prime or TRICARE Standard when you are on active duty for more than **30 consecutive days**. For more information about the types of benefits and eligibility, contact your nearest TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. Make sure your family members' DEERS records are up-to-date to prevent delays in treatment and claims processing.

Demobilization:

- It is important that RCs and their family members understand the TRICARE options available to them upon separation. If the member or their family have not retained Employer-sponsored Insurance, TRICARE offers ongoing health care through the [TRICARE Transitional Health Care Demonstration Project](#) or [Continued Health Care Benefits Program \(CHCBP\)](#).

** Includes National Guard members on active duty under 32 U.S.C.502 (f)*

Mobilization affects you. Are you ready to deploy?

- ✓ Ensure your DEERS information is correct
- ✓ Ensure Family members are enrolled in DEERS
- ✓ Complete a TRICARE enrollment form

Mission Readiness begins with Family Readiness. Is your family ready?

- ✓ Enrolled in DEERS?
- ✓ ID Cards current?
- ✓ Copy of current orders?

For more information on:

- TRICARE Benefits
- Access to Care

Contact your nearest
TRICARE Service Center



TRICARE Pacific Marketing Team Deploys TRICARE Information

Maria C. Lee, TRICARE WESTPAC Marketing Representative

MILITARY READINESS



**Your local TRICARE Service Center can
help you ensure your family's health care
needs will be met even if you are away.**



Maria Lee, TRICARE Pacific Marketing Representative, launched an extensive deployment media campaign in January throughout each of USNH Yokosuka's areas of responsibility involving TV and radio spots on AFN, newspaper articles, and advertising slides in the base theaters and base television channels. This campaign was designed to educate and inform beneficiaries on important points of consideration regarding their TRICARE benefit.

With the support of local community support organizations such as Fleet and Family Support Center and Marine Corps Community Services, Lee's deployment campaign seamlessly integrated itself with the timed execution of live briefings.

Of special note, were mass briefings held in Yokosuka for the USS Gary, USS Vandegrift, and USS Blue Ridge with attendance averaging 250. Briefings of similar scale were held in Atsugi for HS-14 and HSL-51 with attendance averaging 300.

"On behalf of the men and women of HSL-51, I would like to express my sincere appreciation for the TRICARE brief you have. The brief that you provided gave our Warlords and family members a better understanding of TRICARE and how it affects us. Our Warlords can now deploy with assurances that their family members will be able to handle medical / dental needs maximizing their benefits of TRICARE. Thank you for a job well done," said CDR Patten, Commanding Officer of HSL-51.



TRICARE Pacific Marketing Team Works to Bridge Cultural Gaps

By Maria C. Lee, ISS/KMR
TRICARE WESTPAC Marketing Representative

The TRICARE Pacific marketing team faces a two-fold challenge of disseminating information to a diverse population on a benefit with intricacies uniquely specific to the WESTPAC region.

A vital segment of the patient population serviced by USNH Yokosuka and its Branch Medical Clinics at Atsugi, Sasebo, and Iwakuni comes straight from the local landscape. In USNH Yokosuka and its Branch Medical Clinics, Japanese spouses make up a weighty portion of TRICARE Pacific's Standard enrollment.

DEERS eligible Japanese family members at Yokosuka, Atsugi, Sasebo, and Iwakuni tend to like the flexibility offered by TRICARE Standard simply because it allows them to choose whether they would like to come into their military treatment facility for care or *see* their own favorite doctor out in town.

Now, DEERS eligible Japanese family members have printed literature in Japanese which provides an overview of TRICARE's Prime and Standard programs thanks to the hard work and collaborative efforts of Kaoru Sakonjo, Staff Interpreter at the Fleet and Family Support Center and Megumi Kurisaki, Assistant Public Affairs Officer at USNH Yokosuka.

"I hope the translated flyer will help our Japanese beneficiaries to learn about our hospital and their TRICARE options," said Ms. Kurisaki.

Ms. Sakonjo and Ms. Kurisaki worked closely with Maria Lee, TRICARE Pacific Marketing Representative, to ensure that this translated literature is consistent with TRICARE Pacific standards.



USNH Yokosuka main entrance

At TRICARE briefings where a high number of DEERS eligible Japanese family members are in attendance, Ms. Lee has found this translated literature to be a priceless tool in providing an accurate and clear picture for this vital segment of TRICARE Pacific's beneficiary population.

Below is a snapshot of a translation

横須賀米海軍病院

あなたが受けられる特典

トライケアとは？

軍人とその家族を対象にした医療給付制度です。

トライケアに加入できる方

(Who is Eligible for TRICARE?)

トライケア・プライム (TRICARE Prime)

- 現役軍人
- 現役軍人の家族

トライケア・スタンダード (TRICARE Standard)

- 現役軍人の家族
- 退役軍人
- 退役軍人の家族

トライケアに加入できない方 **(Who is not eligible for TRICARE?)**

- 両親と義理の両親
- 21歳以上（学生は23歳以上）の子供
- 軍属



TRICARE Pacific Marketing Team Presents TRICARE to Parents and their Children

By Maria Lee, ISS/KMR
TRICARE WESTPAC Marketing Representative



Atsugi family received information about their TRICARE benefit and had an opportunity to ask questions to a TRICARE representative. (Photo by Maria Lee.)

Many beneficiaries seem to feel that the TRICARE program is just “too complicated.” In an interview of historical significance to the evolution of this vital military benefit, published in the August 1997 issue of Air Force Magazine, Lt. Gen. Charles H. Roadman II, USAF Surgeon General shared a compelling vision of TRICARE Marketing which the TRICARE Pacific Marketing Team is doing its very best to realize at present day.

“We have a good strategy, but every time we look like we blink on this, we scare the population. We have to market well to Congress, our beneficiaries, and our associations – and quite frankly, I think that has to be word of mouth. We’re going to win TRICARE town by town, heart by heart – not by region,” predicted Lt. Gen. Charles H. Roadman II.

Branch Medical Clinic Atsugi, along with other key organizations, recently teamed up with Fleet and Family Support Center in Atsugi to make Atsugi’s Teddy Bear Clinic a success. This health fair was held on April 10th at Ranger Gym and drew in roughly around 150 families.

TRICARE Pacific Representative, Maria Lee, set up a table strategically placed next to BMC Atsugi’s table - a treasure trove of bandaging materials, stethoscopes, and mock syringes for the children to fiddle with.

Lee accessorized her table with an “ailing” white teddy bear, which was expertly bandaged and plastered by BMC Atsugi’s POC, LT Sylve to help draw crowds in. Her table also contained HCIL packets, Health Care Passports, and flyers outlining the TRICARE benefit for parents to look over and discuss while their children were bandaging and poking at their beloved stuffed animals. Each family that left the area left with valuable TRICARE literature in their “Goodie Bags” and many questions regarding the various programs answered, individually.

“Events like our Teddy Bear fair attract large numbers of families in Atsugi Base and it’s a great way to educate our beneficiaries on the TRICARE benefit,” said CDR Fillion at BMC Atsugi.



Marketing Representatives Reaching Out to Korean Beneficiaries



By Steve Davis
Area III Public Affairs Office
Date 01/15/03

Spouse Orientation held by Area III and 18th MEDCOM

CAMP HUMPHREYS - Pyongtaek, Republic of Korea – So Young Harleston (right), TRICARE marketing representative from the 18th Medical Command, discusses medical benefits during a “Spouse Orientation About the Republic” on Jan. 14 at Camp Humphreys. The two-day program, sponsored by the Army Community Services, gives Area III and Camp Humphreys’ spouses information about the Republic of Korea and their military community. For more information about the program, call Young Hui Straughan, ACS relocation bi-culture coordinator, at 753-8782. (Photo by Steve Davis)

18th MEDCOM shows support for TRICARE at the Armed Forces Spouses Club Event

Mrs. Soyoung Harleston, ISS/KMR (center) and Mrs. Candace Fuda (right), the TRICARE Marketing Representatives from the 18th MEDCOM TRICARE Service Center, were part of the Quarterly Armed Forces Spouses Club (AFSC) event. Mrs. Harleston and Mrs. Fuda were invited to this event to answer TRICARE questions and provide information to beneficiaries. This quarterly meeting is conducted to welcome the new spouses and bid farewell to the departing spouses. This event provides the opportunity to offer information about TRICARE Pacific, the enrollment process, and to provide information to departing family members Korea about what to expect when traveling to CONUS and/or other areas.





Successfully Marketing TRICARE in Okinawa

Written by Ninette Crunkleton
TRICARE WESTPAC Marketing Representative, Okinawa

At least once a week, if not every other day I hear comments such as, “you have really brought TRICARE to Okinawa” or “you have made such a difference.” As I ponder what it is that I do that has been successful, I am aware I have not done it all by myself. I must admit when I took this position a year ago I was apprehensive. I worked at the Lead Agent level when TRICARE first came on line and still remember the level of resistance at each initiative. I honestly expected more of the same when I embarked on this position. I knew success required command ‘buy in’. With this in mind, allow me to walk you through our ‘success’.

My first encounter with the TRICARE Service Center was extremely welcoming. HM3 Baney-Vuocolo and LTJG Sarinas were very enthusiastic about my coming on staff and the enrollment crew made me immediately feel like family. Ms. Medina took it upon herself to ensure that I got settled in and LTJG Sarinas couldn’t wait to introduce me to everyone. My first ‘magical moment’ took place when returning from a brief in which I had been asked a difficult question. I repeated that question to my coworkers as I walked to my desk to begin researching the answer. A few moments later I looked up and saw all three enrollment ladies and HM3 Baney-Vuocolo begin to pull out different resources to help me answer that question. I couldn’t believe it. I knew right then that I had an incredible team of people and that has held true in every case since.

Later I began working with CAPT Mittleman, the Commanding Officer (CO) of Okinawa Naval Hospital. What an incredible commander. He understood TRICARE! He supported everything that I wanted to do. When I watched him brief TRICARE at a town hall meeting I felt a sense of pride that could not be explained with mere words. I remember thinking to myself, “He actually gets it!” He, along with CAPT Buss, XO; CDR Werner, DFA and the hospital staff have never failed me with their support and enthusiasm.



US Naval Hospital Okinawa

They do not see a distinction between the hospital and TRICARE. They view it as one and the same. Unfortunately, I know that this is not the norm, but rather the exception. One of CAPT Mittleman’s first challenges for me was to work closely with the Camp Commanders and attend each town hall meeting. Having him lay the foundation for the importance of TRICARE, welcomed me into these forums. This has provided me with the opportunity to work with some wonderful commanders such as Camp Kinser’s CO, Col Brush, who always goes out of his way to make sure that I am invited to all base functions. Also Camp Courtney and Camp Schwab’s CO’s, who immediately understood the importance and relevance of information I present.

Of course marketing is not without media support, which in my case has been wonderful. My first AFN interview was with MSgt Chris Weurtner. He helped assuage my TV jitters and is now a constant part of my TRICARE life. There is never a time that I meet him that he doesn’t ask what is going on now in the TRICARE world and when should we set up another interview. I appreciate all that AFN Okinawa has done with me and am forever in their debt.

See Marketing TRICARE....Page 8

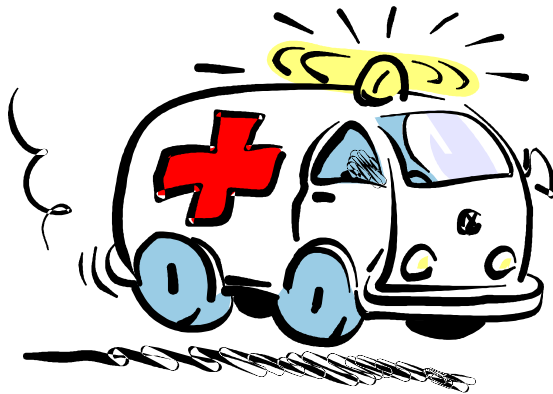
News & Events

Health Care Information Line (HCIL)

- True emergencies can occur at anytime.
 - But if THIS is not one of those times...

YOU CAN AVOID THE WAIT

**Call the Health Care Information Line to
get the advice you need right now!**



Japan: 0053-111-4621

Guam: 800-834-9785

Korea: 00308-11-0332

Seoul DSN: 550-4663

Osan DSN: 550-2200

Kunsan DSN: 550-9000

Hawaii: 800-611-2883

**the
TRICARE
★ RETIREE
DENTAL
—Program—**

Delta Dental wins renewal for the TRICARE Re- tiree Dental Program

Delta Dental, the contractor for the TRICARE Retiree Dental Program (TRDP) was awarded a five year renewal of the contract, effective 1 May 2003. The new contract for the TRDP reduces the mandatory enrollment obligation to only 12 months, after which enrollees can remain in the program on a month-to-month basis. Additionally, the waiting period for a full scope of benefits has been reduced to just 12 months, after which 50 percent coverage for crowns, bridges, full/partial dentures and orthodontics goes into effect.

Beneficiaries who would like to enroll or have questions about the program can visit www.trdp.org or call Customer Service at 1-888-838-8737.

Marketing TRICARE....Page 7

The last aspect of marketing that I wish to talk about is the material that I distribute. I could not do it without the KMR Marketing team with whom I hash and rehash concepts and ideas along with Gertie Francoise at the Lead Agent's office in Hawaii, who is our ever-present marketing guru. She is always there for opinions, help, and ever-needed assistance. Mr. Rainer Depontbriand makes the information exchange possible by his ever-persistent 'enforcement' of regular conference calls.

To sum it up, successful TRICARE marketing is not only on the shoulders of the marketing representative, but rather it is dependent on solid command support, superior media outlets, a TRICARE staff that is nothing less than outstanding and teamwork. I have been lucky enough to have all these elements to ensure successful TRICARE marketing.

TRICARE Marketing Efforts Target Those Preparing to Face the Trials of Military Deployments

Written by Fawn Ivey, ISS/KMR
TRICARE WESTPAC Marketing Representative

The military is not just a job; it's a way of life. The military spouse signs up for that life just as much as the service member he or she is supporting.

The dedicated TRICARE marketing team of Yokota Air Base has honestly and directly presented the "TRICARE how to's" to better equip military families facing deployment issues. The Yokota marketing team continues to teach those left behind the complete "ins and outs" of military medical benefits by offering a series of seminars, briefings, presentations, and by providing one-on-one meetings, informational brochures and other literature.

By addressing the real questions and concerns of those dealing with the reality of deployments, the TRICARE marketing team does not simply provide a dull explanation of benefits and procedures. It also gives insider tips on dealing with TRICARE issues surrounding deployments like visiting relatives, traveling, emergency care, avoiding out-of-pocket expense and more. The Yokota marketing team is an integral part of the military community and is sensitive to and knowledgeable about the military and the sub-culture behind it.



Military presentations offers in-depth exchanges of information to better prepare the family to effectively cope with medical concerns without the presence of the military member. Following these briefings many spouses expressed sincere thanks and gratitude for being made aware of basic TRICARE information.

Military deployments are becoming more and more frequent as of late. The TRICARE 101 for the Military Spouse and the *Hearlink: Married to the*



Many "seasoned" military spouses were surprised at about the amount of information they lacked concerning TRICARE.

Many military members routinely receive TRICARE briefings as mandated by their individual units. However, this information often does not make it home to the spouse. It typically is the spouse who is responsible for maintaining a healthy family. Because the mission comes first, when it is time for children get their shots or medical or dental appointments, it usually falls on the spouse to ensure routine medical appointments are kept. The information exchange during these presentations will help ensure military spouses are able to carry on in a medical crisis and alleviate additional stressors and financial burdens.

Participating in various community events is yet another example of how the TRICARE marketing team in Yokota Japan is leaning forward to support our military missions from Yokota Air Force Base. During the month of March the TRICARE marketing team participated in various high-visibility community events in support of Women's Health Month.

The success of our military depends much on a stable family back home, and this extra information helps our families to become even more prepared during the separation required of service members by duty to our country.



TRICARE Pacific Lead Agent Sees ‘Model’ of Success

Taken from article by Bill Doughty
U. S. Naval Hospital, Yokosuka, Japan Public Affairs Officer

“One-stop shopping” is the concept behind the new TRICARE Service Center in Yokosuka. The Center was a highlight stop on a whirlwind tour of this forward-deployed Navy base by Army Major General Joseph G. Webb, Jr., Lead Agent for TRICARE Pacific.



Lead Agent for TRICARE Pacific, Army MG Joseph G. Webb, Jr. (right) stands with Commanding Officer, CAPT. Adam M. Robinson, Jr., and Commander Naval Forces Japan Sailor of the Year HM1(SW) Todd Wende.

“We’ve combined key services for our operational forces and their families,” said CAPT Adam M. Robinson, Jr., Commanding Officer of the Naval Hospital.

Maj.Gen. Webb said, “I’m very, very impressed with the facilities here and what I’ve seen because it’s obvious the staff has gone out of its way to look for ways to solve problems to make patient care more satisfying.”

General Webb and his team, including Colonel Art Wallace, Major Anthony Ingram, Master Chief Hospital Corpsman Richard Dew, and Captain Shannon Rowe, had an opportunity to meet face-to-face with health care providers and administrators they knew previously only by phone or email.

Other highlights of the tour were visits to Yokosuka’s new Stork’s Nest and the Women Infants

and Children Overseas office and a meeting with Regional Line Commander Rear Admiral Robert C. Chaplin, Commander U. S. Naval Forces Japan.

During his visit MG Webb also had encouraging words for deployed forces, those who support them, and families back home.

“Our service men and women are often called upon to go places and do things that they aren’t necessarily anxious to do, but they’re trained very well to do it. Those people that are deployed are serving an extremely important function for the nation.”



Lead Agent for TRICARE Pacific, Army Major General Joseph G. Webb, Jr. (right) meets Navy Lt. Cmdr. Mason Dang, Anesthesiologist (left) and Lt. Cmdr. Kirk Rogers, Department Head of the Operating Room Suite. Photo by Photographer’s Mate 3rd Class (AW) John E. Woods Fleet Imaging Center Pacific, JA.

“Those that remain also have an important mission,” said Webb. “Our service providers back here, getting our service men and women as medically ready, as medically protected as we can and deploying them in optimal health, I think, is critical.”

“For the family members that are left back here, our hearts are with you. Our prayers are that our service men and women will all come back safely. We in the medical profession will do our part in the support of our service members and their families.”

News and Events

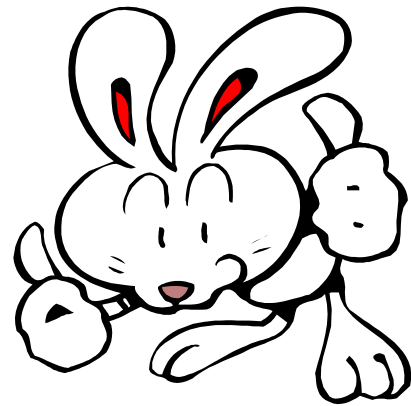


April is the Month of the Military Child, celebrated annually in conjunction with National Child Abuse Prevention Month. Throughout the month, military bases will sponsor and coordinate a wide variety of events specially planned for our military families.

Our military children are raised in a diverse environment. They have the opportunity to experience different, even unique, ways of life and cultures during their childhood years. As they move from place to place, they are constantly facing new challenges, taking part in new adventures, and forever meeting and make new friends.

This years theme, "Gateways to Prevention", speaks to our desire to challenge existing assumptions about how to prevent child maltreatment and open our minds to the broad range of strategies available to protect our military children and to support military families and communities.

This is the month we celebrate them and the special part they play in our daily lives. Together we can make a difference.



Yokosuka Doc Named Navy Pediatrician of Year



Yokosuka, Japan (Mar. 28, 2003) -- Lt. Marjorie Nasin uses a Japanese toy to help a young patient blow air as she listens to his breathing at U.S. Naval Hospital Yokosuka. Lt. Nasin was recently honored as Navy Pediatrician of the Year by the American Academy of Pediatrics. The Yokosuka Hospital provides healthcare and preventive medicine services to the forward-deployed U.S. Seventh Fleet. U.S. Navy photo by Tom Watanabe. (RELEASED)

35th Medical Group named 'Best in PACAF'

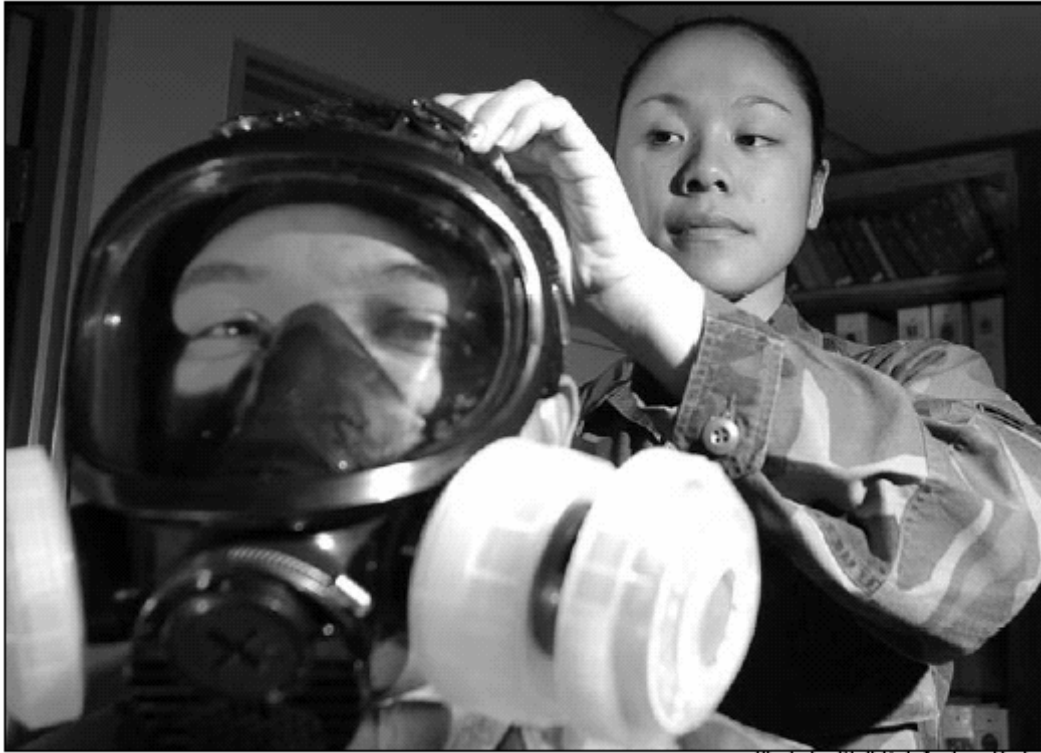


Photo by Staff Sgt. Andrew Rodier

Airman 1st Class Candice Casiano, 35th Aeromedical Medicine Squadron Bioenvironmental Engineering Flight, performs a respirator fit test on Airman 1st Class Maurice Graham II, 35th Maintenance Squadron Egress Systems journeyman. The test ensures the mask fits properly and adequately to protect workers from airborne contaminants.

Photo by Staff Sgt. Andrew Rodier
by Staff Sgt. Mikal Canfield
35th Fighter Wing Public Affairs office

Misawa's 35th Medical Group was named winners of the Air Force Surgeon General Award as the best hospital in Pacific Air Forces. The announcement was part of the PACAF Medical Award selections released Dec. 16. Winners at the command level now advance to compete at the Air Force level. "The selection of Misawa's 35th Medical Group as PACAF's Surgeon General Award winner validates the total team performance in all areas of the hospital," said Col. Russell Turner, 35th MDG commander. "Misawa Medics have led the Air Force Medical Service in pushing the envelope to support the Misawa mission and community, and this recognition of everyone in the Medical Group caps a fantastic year." The award citation cited the 35th MDG as the "AFMS leader in benchmark processes and technologies supporting community service and expeditionary operations." According to the citation, the group was first in DoD with automated 'Homeland Defense' syndromic surveillance and first in PACAF pioneering Force Health Management and webenabling medical readiness information to commanders while supporting worldwide combat and humanitarian medical operations. The 35th MDG was also lauded for earning an "outstanding" rating during the 2002 Operational Readiness Inspection.



Zulraidah Arsad

Singapore TRICARE Representative

2002 Civilian of the Year

Article written by:
Heidi Vazquez, ISS/KMR
TPLA Marketing and Education Assistant

Zulraidah Arsad is the Health Benefits Coordinator for TRICARE at the 497th CTS/SG Medical Aid Station (MAS) in Singapore. She received the 2002 Civilian of the Year Award from the 13th Air Force, Guam and the 2002 Foreign National Civilian of the Year Award from the 497th CTS/SG, Singapore for her exceptional work and support. MSgt Caludio Castillo, superintendent of the MAS recommended her for the award.

Zulraidah, the “Renowned TRICARE expert”, is the point of contact for 442 assigned beneficiaries, visiting ship members and personnel from 19 other Western Pacific areas.

With her self-motivation and dedication to the MAS, she single handedly conducted patient administration responsibilities outside of her primary job duty. She built new medical records after numerous births, functioned as the dental clinic receptionist to support staffing, assisted with the implementation of the Health Enrollment Assessment Review program and conducted quarterly in-service training for all MAS staff. Zulraidah is truly a “Jack of all Trades”.

After the terrorist attack in Bali this past year, she assisted in locating the family and filing claims for the Navy family member who received severe injuries and was by air ambulance evacuated to a Singapore hospital. During the incident, she even donated blood to aid in the recovery of the victim. She functioned as a liaison between TRICARE and International SOS, alleviated concerns for both the patient and family and generally exceeded patient care requirements.

Because of her desire to excel, she sought out and was selected to attend the 11th Annual Pacific Patient Movement Conference at Yokota AFB. This two-day seminar covered a variety of issues related to her work, including the guidelines for routine and urgent patient airlift. She also helped organize and attended the annual Singapore TRICARE Basic and Regional Student Course conducted in Singapore and sponsored by the TRICARE Pacific Lead Agency (TPLA).

Always ready to help and genuinely caring, Zulraidah dedicates her time off visiting DOD patients who are admitted to local hospitals and is an active member of the Hooterville Town Council. She is a true community ambassador! She continues to increase her knowledge by taking courses through the University of London, Singapore.

The secret to her success lies in her dynamic performance, superior initiative and dedication to provide excellent customer service while carrying out the details of the program administration. She is a devoted team player! In September 2002, her individualized customer service focus was recognized, when she received the Sustained Superior Service Award, from the 497th CTS/SG Medical Aid Station. Zulraidah is “an irreplaceable member of the community health care team,” quoted MSgt Castillo.

